

Payment policy: Video interpretive services

Video interpretive services are payable only to providers who are participating in L&I's Video Based Interpreter Services Contract.

Requirements for credentials

"Requirements for credentials" is identical to those required for "Face to face services" listed in the Medical Aid Rules and Fee Schedule (MARFS) Chapter 14: Interpretive Services.

Link: [Chapter 14: Interpretive Services](http://www.Lni.wa.gov/ClaimsIns/Providers/Billing/FeeSched/2014/MARFS/Chapter14/default.asp#TeleInt) in MARFS with specific information about accepted credentials and maintaining credentials at www.Lni.wa.gov/ClaimsIns/Providers/Billing/FeeSched/2014/MARFS/Chapter14/default.asp#TeleInt

Prior authorization

Video interpretive services don't require prior authorization as long as the claim is open.

Note: Providers should check claim status with the insurer prior to requesting interpretive services.

Who must perform these services to qualify for payment

Vendors must have an active L&I provider account.

Only vendors listed in the L&I contract may provide and be paid for video interpretive services.

Providers, both in and out of state, who use video interpretive services must use one of the L&I contracted vendors.

Services that are covered

Video interpretive services are covered when:

- There is face to face contact between the provider and the client, *and*
- It has been requested by healthcare providers or vocational counselors from a L&I contracted vendor.

Billing codes 9970M, 9971M, 9972M ("Video Interpreting Services") are payable only to the L&I contractors.

Video Interpretive services fee schedule, effective November 1, 2014

Code	Description	L&I limit and authorization information	1 unit of service equals...	Maximum fee
9970M	Video interpreting Services - Spanish Direct services time between client and healthcare or vocational provider, includes form completion time, per minute.	Doesn't require prior authorization. Payable to L&I pre-approved contracted vendors only.	1 minute	\$1.57 per minute
9971M	Video interpreting Services – Other language than Spanish Direct services time between client and healthcare or vocational provider, includes form completion time, per minute.	Doesn't require prior authorization. Payable to L&I pre-approved contracted vendors only.	1 minute	\$2.03 per minute
9972M	Video interpreting Services – American Sign Language Direct services time between client and healthcare or vocational provider, includes form completion time, per minute.	Doesn't require prior authorization. Payable to L&I pre-approved contracted vendors only.	1 minute	\$3.16 per minute

Requirements for billing

Bills for video interpretive services must be submitted to the appropriate insurer. For:

State Fund, bill State Fund claims electronically.

Crime Victims claims:

- Bill for services using the Statement for Crime Victim Miscellaneous Services form (see “Link” below) or the CMS 1500 form ([F245-127-000](#)), *and*
- Mail Crime Victims bills to:
Crime Victims Compensation Program
PO Box 44520
Olympia, WA 98504-4520
- Call the Crime Victims Program Hotline with questions: 800-762-3716.

Link: The Statement for Crime Victim Miscellaneous Services form ([F800-076-000](#)) is available at www.Lni.wa.gov/FormPub/Detail.asp?DocID=1976.

Note: State Fund claims begin with the letters **B, C, F, G, H, J, K, L, M, N, P, X,** or **Y** followed by six digits, or **double alpha letters** (example AA) followed by five digits.

Crime Victims claims begin with a **V** followed by six digits, or double alpha letters (example **VA**) followed by five digits.

Contracted L&I vendors

Each vendor must have an active department assigned provider account number.

Documentation

The vendor must retain documentation for video interpretive services for 5 years.

Documentation for video interpretive services must include all of the following:

- Claim number, *and*
- Worker’s/victim’s full name, *and*
- Date of injury, *and*
- Interpreter name and ID number, *and*
- Source Language, *and*
- Vendor name, *and*
- Healthcare or vocational provider name, *and*
- Appointment address, *and*
- Appointment date, *and*
- Appointment start time, *and*

- Appointment completion time.

It is prohibited to retain the video interpretive sessions.

Payment limits

Video interpretive services are payable only when the healthcare or vocational provider has direct (face to face) contact with the worker or crime victim.